

PROCEDURE 1410.13
Issued January 1, 1994

SUBJECT: Telecommunications invoice corrections.

APPLICATION: Executive Branch Departments and Sub-units.

PURPOSE: To notify DIT-Telecommunications & Network Management of changes and discrepancies on an agency's telephone invoice using a Telecommunications Invoice Change Request form.

CONTACT AGENCY: Department of Information Technology (DIT)
Office of Employee & Financial Services, Rate Development & Billing Services

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SUMMARY: This section provides the procedure for completing the 4 parts of a DMB-919, Telecommunications Invoice Change Request form: Contact information; MAIN Coding Block changes, unidentified extensions; equipment identification errors; and other errors. Applicable parts are completed by the agency, and the form is forwarded to Information Technology, Offices of Employee & Financial Services, Rate Development & Billing Services.

APPLICABLE FORMS: DIT-919, Telecommunications Invoice Change Request.

PROCEDURES:

Agency:

- To change a MAIN Coding Block: completes "MAIN Coding Block Change for Next Billing" section of form.
- To report an unidentified extension which appears on an agency's invoice, completes "Equipment Identification Error" section of form.
- To correct an equipment identification error which appears on an agency's invoice (e.g., 7406 set is correct, 2500 listed on invoice), completes "Equipment Identification Error" section of form.
- To report any other errors/changes not included on the form (e.g., contact name change, long distance charge error, long duration calls, etc.).
- Completes contact information on the top of the form (unit, date of most recent billing, department/agency, contact name and phone number).
- Attaches a copy of most recent telephone invoice containing errors/changes to back of the Telecommunications Invoice Change Request form.
- Forwards completed DIT-919 to DIT Office of Employee and Financial Services, Rate Development and Billing Section, 1st Floor Hannah Building, Langins.